SHOWBIZ PIZZA TIME, INC.

ShowBiz Pizza Place • Chuck E. Cheese

INTRACOMPANY CORRESPONDENCE

To: PAUL LINDEN & STAN BLACK

From: JUL KAMEN JK

Date: October 1, 1987

Subject: YOGI BEAR INSTALLATIONS AT OMAHA, NE & COLORADO SPRINGS, CO

Both installations of the Yogi Bear show suffered problems and unnecessary delays due to the lack of required cosmetic and mechanical parts which were not furnished by the manufacturer, C.P.I. A detail of the situation which occured at each store is furnished below.

OMAHA, NE

No packing list. Items which may have been missing at the time of unpacking could not be identified until the installation was in progress.

No instruction manual. When it arrived the next day it was incomplete, and had not been re-worked as was requested back in May of this year.

No irises for Yogi. When they arrived next day we were sent Boo-Boo irises by mistake which are too small and allow the slots in his eyes to show. Omaha still needs the correct irises.

No sign for the barrel. We made our own, and sent C.P.I. a copy of it to reproduce and ship ahead to the other locations.

No plugs or splices necessary to change out Rolfes arm for Yogi's.

Three legs were shipped for Yogi. We felt lucky.

Boo-Boos top-knot was not sewn to his head.

After the problems we experienced at Omaha I advised Gene Bullard of C.P.I. to pay closer attention to the requirements for the next 2 locations. Following is what occurred with Colorado Springs, CO.

COLORADO SPRINGS, CO

No packing list.

Yogi's arm had no airhoses at all to hook up to Rolfe's body.

The arm had been incorrectly assembled at the elbow and had to be disconnected and rotated 90 degrees. (A store tech would not be aware of this problem).

No irises for either Yogi or Boo-Boo. When they arrived the next day, Boo-Boo's irises were lacking the threaded metal portion by which they are attached.

One metal collar bracket was missing which attaches the collar to the body.

Only one leg was sent. Unfortunately -- we knew where the other one was.

Two neck-ties were sent, instead of just one. (We recognized this as a clue).

The instructions were still incomplete, but included an unsigned apology.

The top knot once again was not sewn on, and did not come with any pins.

As insignificant and petty as these problems many seem on the surface they resulted in extra work on the part of many people, extended out-of-town stays, numerous long distance phone calls, and excessive use of Federal Express -- all of which are not free. If this project were to roll out, the lack of attention to detail demonstrated above could translate into thousands of dollars of unplanned and hidden expenses to our company. If the Statue of Liberty roll-out had gone as poorly as the installation of these two prototypes I'd venture to say we would not be doing Yogi with C.P.I. today. However we do know that C.P.I. was at one time capable of excellent and reliable work. Despite numerous discussions with and written correspondence to Gene Bullard, I have yet to feel that they are exhibiting the concern and attention to our projects that they require. I am looking for ways to elicit the quality response we need from C.P.I. and I welcome any suggestions.

YOGI

ALL INSTRUCTIONS ARE BAD

YOGI CHARACTER

1. Neck spacer for head up limit
2. Chin hits body in head down
3. No access holes in body or head
4. Arm at shoulder joints look bad
5. Body lean spacer needs extra nut
6. Collar is too high on sides (mouth rubs)

BOO BOO

1. REdesign EYE collars + shafts

YOGI SHOW INSTALLATION MEMOS
(ShowBiz Pizza Time, Inc Intracompany Correspondence)

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